ASK Proxima C170 Projector
Frequently Asked Questions: Computer

How do I connect a desktop computer to the projector?

To connect the projector to a desktop computer, you probably need to unplug the desktop monitor from the computer.

Plug the M1 computer cable into the projector's M1-DA port and the computer's monitor port. If you want to use your monitor in addition to the projector, connect the monitor cable to to the Monitor Out port on the projector. Please note to use this port for external monitor output, the Monitor Out Enable feature must be checked in the Settings > Sources menu. By default, this port is set to be an input.

How do I connect a laptop to the projector?

To connect C170 to your laptop, use the M1 cable that comes with the projector. The M1 cable runs between the blue M1-DA port on the projector and the VESA connector on the laptop.

If you want to control the computer mouse with the remote, plug the USB connector on the M1 cable into the computer’s USB port. Don't forget to plug the power cord into the projector and a power source.

Note: If this is the first time you connect the USB cable to a computer, the Windows New Hardware Wizard will appear. You need to install USB drivers to use the remote control to mimic the computer mouse. See My computer wants to install device drivers when I connect the projector. What should I do? for more information.

How do I connect the projector in a country with different power standards? Does the projector have an internal voltage converter?

InFocus projectors have a built in Universal Power Supply which automatically accommodates input voltages between 100VAC and 240VAC and frequencies between 50 Hz and 60 Hz. This will allow you to use the projector in any part of the world. But you will need the correct power cable or adapter. Visit the InFocus Accessories Store to purchase power cables for use in other countries.

What resolutions is the projector capable of displaying?

VGA, SVGA, XGA (native), SXGA+. For best results, adjust your computer resolution to the native resolution of XGA (1024x768).

The projected image reverts to the InFocus logo or to a blank screen during periods of computer inactivity.

This may be caused by a power saving utility on the computer that disables the video output signal after a specified period of inactivity. Disable all power saving programs and screen savers on the computer to prevent signal interruption. Refer to the computer documentation to disable power saving utilities.

If you have disabled the computer power savers and screen savers, and the issue persists, it may be due to a setting in the projector. The projector automatically displays a black screen after no active source is detected for 30 minutes. This black screen helps preserve the life of the projector. The image returns when an active source is detected or a remote or keypad button is pressed.

Screen Save

You can make the black screen appear after five minutes by turning on Screen Save in the Settings > System menu. There are six time options for the Screen Save feature. They range from five minutes to 30 minutes in five-minute intervals.

Power Save

The projector also has a Power Save feature that automatically turns the lamp off after no signal is detected for 20 minutes. After 10 additional minutes with no signal, the projector powers down. If an active signal is received before the projector powers down, the image is displayed. You must press the Power button to display an image after 30 minutes have passed. When Power Save is enabled, Screen Save is disabled.

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Power Save is not enabled by default. To turn it off or on, go to Main > Settings > System. In the System menu, clear the Power Save checkbox to turn it off, or select it to turn it on.

The image appears to be stretched vertically or horizontally.

The Aspect Ratio is set to 16:9 instead of Native or 4:3, which is required for computer images. To change the aspect ratio, press the Menu button on the keypad, then go to Main > Picture > Aspect Ratio. Select Native or 4:3.

The default setting is Native, which allows the projector to adjust to incoming signals automatically. Setting the aspect ratio at 4:3 or 16:9 forces all incoming images to that ratio.

I am playing a DVD on my laptop, but the projector displays a blank screen.

If the DVD plays satisfactorily on your laptop, you should be able watch it with the projector. However, some laptops do not have the resources to play the movie on both its own screen and through the projector. When this happens, you will probably just see a blank screen. To solve this issue, press and hold the FN key on the laptop, then press the appropriate function key (F1, F2, F3, etc.). The function key should be labeled "LCD/CRT" or will have a monitor icon on it. You may need to press the function key a couple times. When you do this, you cycle through three settings: the image only on the laptop, the image on both the laptop and projector, and the image only on the projector. You want to set it so the movie appears only on the screen.

The LED on the projector keypad has changed. No image is projected. The lamp doesn't light. What is wrong?

The projector has a status and alarm LED adjacent to the keypad. The LED shines green, red or orange, depending on the state of the projector. The LEDs can help you troubleshoot projector problems.

LED Behavior	Description
Solid Green (Status LED)	The projector is plugged in, but has not been turned on. Or the projector was turned on and is operating normally. Or the projector was turned off and the fans have stopped.
Blinking Green (Status LED)	The power button was pressed and the projector is starting up. Or the projector is shutting down after the power button was pressed, and the fans are running to cool the lamp.
Solid Red (Alarm LED)	Operational error. Contact Technical Support for repair if this does not solve the problem.
Blinks Red (1), every 2 seconds	The lamp did not strike after 5 attempts. 1. Turn the projector off. 2. Make sure that the lamp door is shut tightly. 3. If the lamp door is in place, replace the lamp. 4. If the projector still does not work, take the projector to your dealer for diagnosis and repair, or contact InFocus Technical Support.
Blinks Red (2), every 2 seconds	The lamp has more than 4,000 hours of use (X1) or 3,000 hours of use (X2). Projector shuts down. 1. Replace the lamp. 2. Reset the lamp timer. To do this, press the Volume + and Volume - keys simultaneously. Hold the keys down for 10 seconds, then release them. 3. To confirm that the lamp timer reset, press the Menu key. On the Main Menu, select About. In the About box, the Lamp Hours Used should be 000. **Note**: if you need to finish a presentation, you can reset the lamp timer and replace the lamp later. However, the longer the lamp is used after 4,000 hours, the more likely it is to rupture, possibly causing damage to the inside of the projector.

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Blinks Red (3), every 2 seconds	The lamp has failed. Projector shuts down. 1. Reinstall lamp, making sure that it is properly seated. 2. Make sure that none of the vents are blocked with paper or other material. Blocked vents can cause the projector to shut down. 3. Replace the lamp. When the projector starts up, make sure to run it long enough to make sure the problem is solved. 4. If the projector still does not work, take the projector to your dealer for repair, or contact InFocus Technical Support. **Note**: If the projector is operated in a hot environment, especially at high altitudes, the unit may overheat and automatically shut down. The fans will continue to run until the projector cools down. This projector should not be run where ambient temperatures exceed 95°F (35°C).
Blinks Red (4), every 2 seconds	One or more fans are not operating. Projector shuts down, or will not start up. Contact InFocus Technical Support.
Blinks Red (5), every 2 seconds	The projector has shutdown due to high temperature. 1. Remove the lamp and clean the screens on the lamp module. If the screens are dusty, the projector will overheat. 2. If the projector still does not work, take the projector to your dealer for repair, or contact InFocus Technical Support.

The projector does not display the computer image.

1. Make sure the logo screen appears. Consult the LED chart above if it doesn't appear.
2. Press the Computer button on the projector keypad or remote control. This forces the projector to look for other active sources. You may need to press it more than once.
3. Press the Auto Image button on the projector keypad.
4. Make sure all cables are securely seated. Make sure the cables are connected to the proper ports. One end of the computer cable should be plugged into the blue Computer In connector on the projector. The other end should be plugged into the Video port on your computer. Most likely, there will be only one VESA connector that will fit the cable on the computer.
5. Turn the projector on first, then the computer.
6. Make sure the computer is set to a resolution of 1024x768 or lower. For the best results, the computer should be set to 1024x768 (XGA) to match the native resolution of the projector.
7. If you're using a laptop and the computer image still does not display on the projector, try activating the computer's external video port with special keystrokes. Press and hold the FN key on the laptop and then press the appropriate function key (F1, F2, F3, etc.) that's marked LCD/CRT or marked with a picture of a monitor. (Refer to the laptop activation chart or your laptop documentation for further video port activation instructions.)

   You may need to press the Function key more than once. Many laptops cycle through a series of configurations at each key press, including image on the screen, but not on the laptop, image on both the screen and laptop, image on laptop only. Be sure to wait five seconds or so after pressing the function key. Sometimes it takes the projector a few seconds to communicate with the laptop.

The image is not perfectly rectangular. ("Keystoning")

When a projected image is wider at the top or the bottom, or taller on the right or left side, we say that the image is 'keystoned'. Keystoning happens when your projector is not perpendicular to the screen, either in the vertical plane or the horizontal plane.

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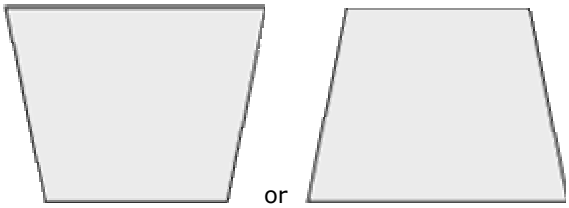
Correcting vertical keystoning

If you use the elevator to tilt the front of the projector up so you can get the image higher on the wall, the image will suffer from vertical keystoning. Likewise, if you mount the projector on the ceiling and need to tilt it to get the image on the screen, you'll also get a keystoned image.



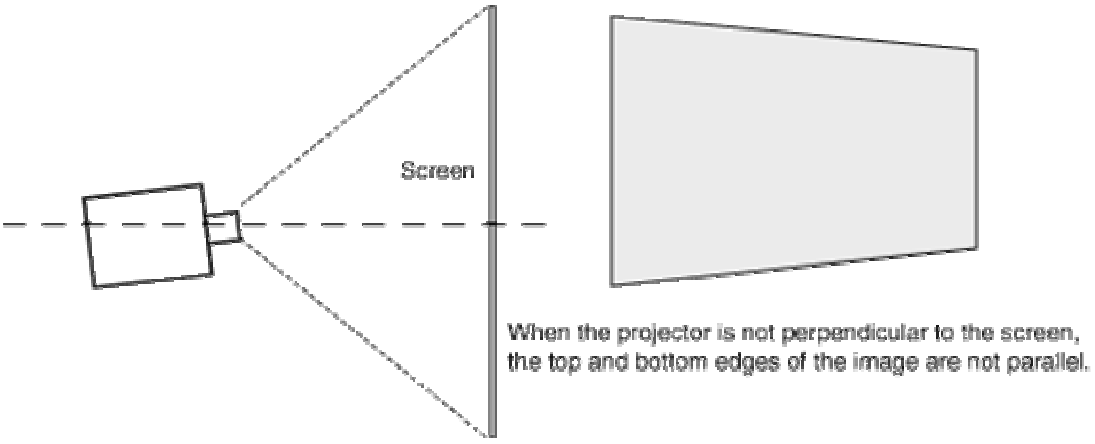
1. Try raising or lowering the projector. You can correct for keystoning by making sure the projector is placed perpendicular to the viewing screen. For example, it may be necessary to place the unit on a higher surface to correct the image. Or you can add an extension to a ceiling mount that allows you to mount the projector lower.
2. Finally, change the Keystone setting. Press the Keystone + or Keystone – button on the remote control to digitally adjust the image. Use this method when you cannot solve the keystoning issue by changing the projector placement.

You can also adjust keystone in the Display menu. To access the Display menu settings, press the Menu button. Go to Main > Picture > Keystone. Press the Up and Down arrows to adjust the image. The default setting is 50, which means there is no keystone adjustment.

Please note that it is always better to achieve a rectangular image by moving the projector. Some images look much better when there is no digital keystone correction.

Correcting horizontal keystoning

If you place the projector so that the lens is not perpendicular to the screen in the horizontal plane, the image can suffer from horizontal keystoning.



If your image looks like the one above, slowly rotate the projector until the image is rectangular.

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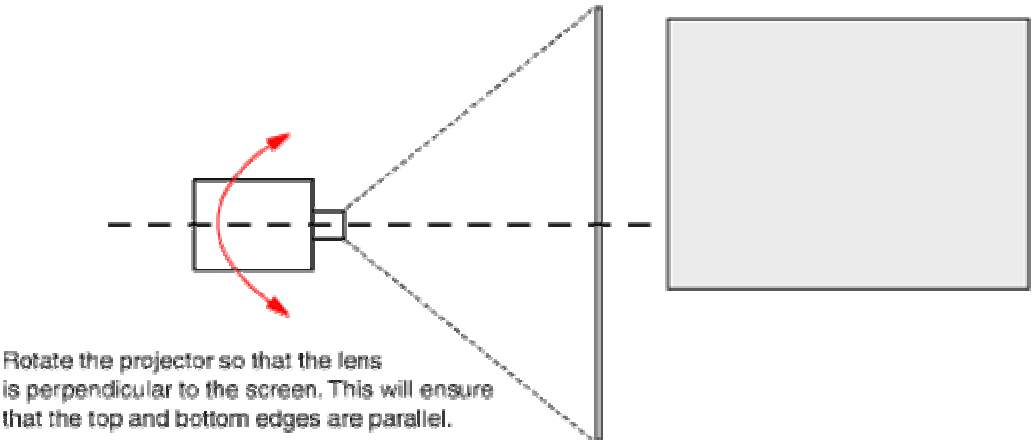
Rotate the projector so that the lens
is perpendicular to the screen. This will ensure
that the top and bottom edges are parallel.

The image on the computer monitor and/or projection screen flickers.

Make sure that the refresh rate on your computer is set between 60 Hz and 75 Hz, or Adapter Default. If you are using a laptop, always use AC power, not the battery.

"Signal out of range" or "Setting up image" message periodically appears.

The computer refresh rate is either too high or too low for the projector to synchronize with. On your PC, go to Start > Control Panel > Display > Settings > Advanced > Adapter (This varies by operating system and by video card. See your computer/video card documentation for more information). If the adapter allows you to select a profile, choose 800x600, High Color, 60Hz. You might also be able to change the refresh rate on the Monitor tab.

For Macintosh, go to Apple Menu > Control Panel > Display or Monitor and Sound to change your resolution and refresh rate.

The image is tinted or the color is distorted.

1. Reset the projector to factory defaults. To do this, press the Menu button, then Go to Main > Settings > Service > Factory Reset. All settings except language revert to default.
2. Change sources. Try plugging the projector into another computer.
3. If the color problem persists, check the cables for bent or broken pins. If any pins are damaged, the cable will need to be replaced with an InFocus-approved cable.
4. Upgrade the system software.
5. If the projector still will not display the image, it is possible that there is an internal problem that requires repair. Take the projector to your dealer or contact InFocus Technical Support.

Note: Color adjustment settings in the Main > Picture menu works only with video sources, and does not apply to computer sources.

The image is cut in half or is cropped on one side.

The native resolution of this projector is XGA (1024x768), and it offers compression for resolutions up to SXGA+ (1400x1050). It will expand images at 640 x 480 up to 800 x 600.

Some computers run at resolutions higher than 1024 x 768, which can cause display problems. For best results, make sure your computer is set to the native resolution of the projector. If you're using a laptop, disable the internal display so the image appears on the projection screen only. Additionally, in the Image menu of the projector, make sure that Resize is set to standard.

If these suggestions do not help, make sure that the projector’s system software is updated to the latest version. Click here to go to the Maintenance page.

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The image appears split or scrambled when coming back from Standby or Video mode into a PowerPoint slideshow.

When bringing the projector out of Standby or Video mode, make sure that PowerPoint is not in the full-screen slideshow mode. The projector is unable to establish a signal lock on the non-standard resolution of a PowerPoint slideshow.

My computer wants to install device drivers when I connect the projector. What should I do? (removing)

Windows will ask you to install USB drivers in several circumstances:

- The first time you connect a projector to a computer running Windows 98/ME, the computer recognizes the projector as "new hardware" and the Add New Hardware Wizard appears. Click here to view a PDF document that shows how to load the Windows USB drivers.
- The Hardware Wizard may when you plug the USB cable into the computer when you want to upgrade the system software or use ProjectorManager to control the projector. The InFocus USB drivers are included in the ProjectorManager download and the software upgrade bundle.

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